

A woman with long dark hair, wearing a light blue blazer, is smiling warmly while holding a white telephone receiver to her ear. She is in the foreground, in sharp focus. In the background, several other people are visible, also appearing to be in a call center environment, but they are blurred. The overall scene is brightly lit, suggesting an indoor office or call center setting.

**A PHONE
CALL
FROM A
CUSTOMER**

MATCH THE WORDS AND THE DEFINITIONS

- 1) proof that a delivery has been made
 - 2) a document which shows how much a customer has to pay, for what and by when
 - 3) the conditions of when a customer should make payment
 - 4) when more time is allowed for something
 - 5) the timing and amount of money coming in and going out of a company
 - 6) an official or organizational rule
 - 7) when something doesn't follow the usual rule
 - 8) to show someone you are grateful for something they have done
- a) delivery confirmation
 - b) payment terms
 - c) to appreciate
 - d) cash flow
 - e) an exception
 - f) a regulation
 - g) an invoice
 - h) an extension

A PHONE CALL FROM A CUSTOMER

- **1. The delivery hasn't arrived yet.**

True

False

2. Andrea is having cash flow issues and needs a payment extension.

True

False

**3. Andrea usually asks
for an extension of the
payment terms.**

True

False

- **4. Andrea has a new order to place, even bigger than the last one.**

True

False

**5. Junko can extend
the payment terms on
the last order to 60
days.**

True

False

**6. Junko will send Andrea
an email confirmation.**

True

False

GOOD JOB!

PUT THE SENTENCES IN THE CORRECT GROUP

<https://learningapps.org/display?v=pyan58a9n21>

SORRY: (((

RETRY!

SORRY: (((

RETRY!

SORRY: (((

RETRY!

SORRY: (((

RETRY!

SORRY: (((

RETRY!

SORRY: (((

RETRY!